



Sustainability Report 2022

01. Our Company

Majestic Beach Resort is an elegant and charming complex, offering to its dear guests a relaxing and sophisticated atmosphere, a perfect ambience of warmth and hospitality. The complex is strategically located in the more luxurious, classy and peaceful Northern part of Sunny Beach.

Majestic Beach Resort comprises of a 4-star hotel facilities with two adjoining blocks of exclusive apartments. The complex is a symbol of the ultimate on-the-beach experience, comfortable originality and spacious luxury.

Only DIT Majestic Beach Resort offers you:

- the best location in Sunny Beach – directly on the beach, in the Northern most peaceful and luxurious part of the resort
- the most beautiful sea panorama – to Nessebar and Sveti Vlas
- the biggest and most comfortable swimming pools in Sunny Beach – the first one for complete relaxation and supreme pampering (1500 m2), and the second one for active sports, animation and entertainment (1500 m2)
- the largest garden in Sunny Beach – the vast green areas stretch on over 35 000 m2
- more than 300 palm trees and tropical plants in the garden

Everything in **Majestic Beach Resort** is designed to touch and tantalize all senses in order to bring you the ultimate pleasure for body, mind and spirit.

We will do our best to make all your special wishes come true! Feel at home in the best hotel complex in Sunny Beach – the only place where luxury meets design and dreams – reality!

Awards and Recognition:

TUI UK (Thomson & First Choice)

2018- GOLD MEDAL AWARD “Thomson Platinum” category

2017- GOLD MEDAL AWARD “Thomson Platinum” category

2016- GOLD MEDAL AWARD “Thomson Platinum” category

2015- GOLD MEDAL AWARD “Thomson Platinum” category

2014 - GOLD MEDAL AWARD “Thomson Platinum” category

2013 – GOLD MEDAL AWARD “Thomson Platinum” category

2012 – GOLD MEDAL AWARD “Thomson Platinum” category

2011 – TOP GOLD MEDAL AWARD Best Splash

2010 – GOLD MEDAL AWARD Best 4T Accommodation

2008 – GOLD MEDAL AWARD Best Summer Accommodation 4T

2007 – GOLD MEDAL AWARD Best Summer Sun Accommodation 4T

TUI UK (Thomson and First Choice) is the largest British tour operator, which annually awards its best operating hotels among a total of 3200 complexes worldwide. The evaluation is based on the number of tourists' inquiries, where the most important determination criteria are as follows: general impression of the vacation, food quality, hotel facilities, reception service, bars and restaurants service, cleaning, common areas, room comfort, day and night attractions and entertainment.

TUI Nordic (Fritidsresor, Star Tour & Finnmatkat)

2017 – BLUE STAR AWARD – **SILVER** – “Hotel Cleaning” category

2017 – BLUE STAR AWARD – **BRONZE** – “Hotel General Impression” category

2016 – BLUE STAR AWARD – **GOLD** – “Hotel General Impression” category

2016 – BLUE STAR AWARD – **SILVER** – “Hotel Cleaning” category

2015 – BLUE STAR AWARD – **GOLD** – “Hotel Cleaning” category

2015 – BLUE STAR AWARD – **BRONZE** – “Hotel General Impression” category

2015 – BLUE STAR AWARD – **BRONZE** – “Hotel Room Standard” category

2013 – BLUE STAR AWARD – **SILVER** – “Hotel General Impression” category

2012 – BLUE STAR AWARD – **GOLD** – “Hotel General Impression” category

2012 – BLUE STAR AWARD – **SILVER** – “Hotel Cleaning” category

2011 – BLUE STAR AWARD – **SILVER** – “Hotel General Impression” category

TUI Nordic is the biggest Scandinavian tour operator, merging three of the largest local tour operators – Fritidsresor, Star Tour and Finnmatkat. The Blue Star Award is a special and very important prize, because it is given to only 40 hotels worldwide. Now, Majestic Beach Resort has been awarded as one of the top three best hotels in 2011. The general evaluation principle is analogous to TUI UK’s and is based on the total number of tourists’ enquiries. The main criteria include: general impression of the vacation, hotel facilities, reception service, bar and restaurants service, cleaning, common areas, room comfort, day and night attractions and entertainment.

TUI Deutschland

TUI TOP QUALITY 2019

ITS RED STAR AWARD

2016 – RED STAR AWARD

2011 – RED STAR AWARD

ITS is the third largest tour operator on the German market. The main criteria of the selection are based on ratings and recommendations in hotel rating portals as well as guest satisfaction levels.

Holiday Check

2020 – Holiday Check Award – “Most Popular Hotels in the World” category

2019 – Holiday Check Award – “Most Popular Hotels in the World” category

2018 – Holiday Check Award – “Most Popular Hotels in the World” category

2017 – Holiday Check Award – “Most Popular Hotels in the World” category

2015 – Holiday Check Award – “Most Popular Hotels in the World” category

2014 – Holiday Check Award – “Popular among couples” category

2013 – Holiday Check Award – “Beach Holiday” category

2012 – Holiday Check Award – “Country’s No 1” category

2011 – Holiday Check Award – “Most Popular with Couples” category

Holiday Check is the largest independent travel review portal in the German speaking world. The Holiday Check Award is considered a unique and outstanding award, always exclusively given to the most popular hotel in every category – only 99 hotels worldwide receive it. This award is an independent and unbiased reflection of guests’ reviews, tourist satisfaction, as well as the commitment of both hoteliers and employees.

Schauinsland Reisen

2020 – TOP HOTEL PARTNER 2021

2019 – TOP HOTEL PARTNER 2019

2016 – TOP HOTEL PARTNER 2016

Schauinsland Reisen is the seventh largest German tour operator with annual turn-over of 1.10 billion euro from 1.37 million tourists during 2015/2016. It has 11600 travel offices in Germany, Austria and Switzerland and is the pioneer in “dynamic packaging”. 6500 flights weekly serve 4000 hotels in 60 destinations worldwide.

Zoover

2015 – Zoover Award Gold

2014 – Zoover Award

2013 – Zoover Highly Recommended Award

2011 – Recommended by Zoover Award

Zoover is a website with reviews and opinions about accommodations and holiday destinations for travelers by travelers. Zoover is the largest holiday review portal in Holland.

TRIP ADVISOR

2018- Top Hotels – Bulgaria

2017- Top Hotels – Bulgaria

2016- Top Hotels – Bulgaria

2015 – Top Hotels – Bulgaria

2015 – Top Hotels for Romance in Bulgaria

2015 – Top Hotels for Service in Bulgaria

2014 – Top Hotels with Exceptional Service – Bulgaria

2013 – Top 25 Hotels for Service in Bulgaria

2012 – Trip Advisor Certificate of Excellence

Trip Advisor is the world’s largest travel site, enabling travelers to plan and have the perfect trip. Trip Advisor offers trusted advice from real travelers and a wide variety of travel choices and planning features with seamless links to booking tools. Trip Advisor branded sites make up the largest travel community in the world, with more than 60 million unique monthly visitors, 44 million marketable members, and over 100 million reviews and opinions. The sites operate in 30 countries worldwide.

Corendon

2016 – Hotel of the Year Award – “Service” category

2013 – Hotel of the Year Award – “Food” category

Corendon is one of the major tour operators operating in the Dutch market. The company is fast and dynamically growing, operating its own aircraft and airline. Corendon also invest in hotels and hotel chains – mainly in Turkey. Awards are presented in the following categories – “Child Friendly”, “Food”, “Price/Quality”, “Rooms” and “Service”, where the winners are evaluated on the basis of users’ opinions and reviews.

Booking.com

2018 – Award of Excellence for Guest Reviews

2017 – Award of Excellence for Guest Reviews

2016 – Award of Excellence for Guest Reviews

2015 – Award of Excellence for Guest Reviews

2014 – Award of Excellence for Guest Reviews

Booking.com is the world leader in booking accommodation online. Each day, over 750,000 room nights are reserved on Booking.com. The award shows your overall guest review score for the year.

02. OUR HOTEL

WELCOME NOTE FROM GENERAL MANAGER

By developing Environmental Management and Sustainability procedures, the hotel defines all the environmental aspects of its operations and has established policies and programs that aim to continuously improve its performance and results. Now DIT Majestic Beach Resort has reached a milestone in the release of this sustainability report. This report reflects the best examples of our company and areas of growth. We see sustainability as an integration of economic, environmental and social considerations as well as corporate values. We incorporate these values into our business strategy. Without a doubt, our most valuable resource is our people our staff. In 2022, our employees spent a lot of hours in informal and formal training. The training program was planned in a way that would meet all the important factors in our philosophy, managing sustainability, guest’s satisfaction, staff improvement, community progress. This report represents a step in our journey to becoming an even more sustainable company. You will hear and see a lot more from us in the coming years as our efforts will continue. We will be expanding the report to include more information on our operations. We also will provide regular updates on our performance. Thank you for spending some time to have a look at our Sustainability Report and using this opportunity to learn more about DIT Majestic Beach Resort.

CORPORATE GOVERNANCE

DIT Majestic Beach Resort is managed by the General Manager Mrs. Albena Angelova and the Management Team. A Sustainability Committee is led by Silvia Haralambova/ Host Manager/ and Vladimir Ganev/Technical Service Manager/ Svetlin Hristov/F&B/, Elitsa Encheva/GRM/ and has the responsibility for all the environmental actions and management. Our Financial Manager Anna Krasteva has the responsibility for managing the welfare and labor standards of all employees and for managing human rights. She is also responsible for

- managing the business supports
- communicating and working with the local community and local business
- protecting local culture and traditions.

All employees regularly report the Top Management on their areas of responsibility.

FACILITIES

- Just show up and you'll have one of those dream family getaways you've been imagining.
- Sandy beach
- 413 family friendly guestrooms
- Lobby area
- Sitting & Terraces
- Inviting Lounge Bar – Cafeteria
- Main Restaurant
- Asian Restaurant
- Italian Restaurant
- Breezy Beach Corner
- Palm-fringed freshwater pools
- Children's & paddling pool
- Shaded Sundeck with Loungers
- Wide range of sport facilities
- Children's Club
- Free of charge Wi-Fi access in all hotel public areas (lobby, restaurants, pools and beach)
- Three conference rooms

At DIT Majestic Beach Resort, the management and staff are on hand to make every moment of your stay memorable.

- Multilingual staff
- 24-hour reception

- Guest Relations
- Luggage Room
- Wake-Up Call service
- Transfers from and to airport
- Reception/Concierge services include: Messages, Car Rental/Excursions, Airline information, Money exchange, Credit cards, Porter
- Children's services include: highchairs, Kid's Club, Baby cot
- Complimentary Cable TV services
- Postal Services - Express Courier Service
- Dry cleaning/pressing service
- Towel change by request
- 24hr. Medical cover, Doctor on call
- Chemist 300m, Hospital 2km
- Medical Center in the complex

03. SUSTAINABLE DEVELOPMENT

Sustainable development is development that meets the needs of the present without compromising the ability of future generations to meet their own needs. Sustainable development encompasses three dimensions: economic, environmental and social:

- **Environmental Sustainability:** We are living within the means of our natural resources. To live in true environmental sustainability we need to ensure that we are consuming our natural resources, such as energy fuels, land, water etc. at a sustainable rate.
- **Social Sustainability:** Social sustainability is the ability of society, or any social system, to persistently achieve a good social wellbeing. Achieving social sustainability ensures that the social wellbeing can be maintained in the long term.
- **Economic Sustainability:** Economic sustainability requires that a business uses its resources efficiently and responsibly so that it can operate in a sustainable manner to consistently produce an operational profit. Without an operational profit a business cannot sustain its activities. Without acting responsibly and using its resources efficiently a company will not be able to sustain its activities in the long term.

Organizational Sustainability

DIT Majestic Beach Resort on a daily basis to develop its working plan in a way that is progressively more responsible towards the environment and the community, creates the "Green team". The team follows the Environmental Program and the commitments of the general Majestic policies. It focuses on three main areas: environment, society

and human resources. Green Team is responsible to ensure the implementation of environmental measurements and initiatives for each hotel

- The Environmental Managers are responsible for the proper function of the Environmental Program and to communicate this policy to all staff and customers.
- The entire staff is responsible to promote, support and implement the Environmental Program through their daily work.
- The Managing Director is committed to provide all the necessary means for the proper operation and the constant improving of the Environmental Program.

ABOUT THIS REPORT

Sustainable report aims to provide accessible and comparable information in Majestic practices on its economic, environmental, and social impacts, and hence its contributions – positive or negative – towards the goal of sustainable development. Through this process, Majestic identifies its significant impacts on the economy, the environment, and/or society and discloses them in accordance with a globally-accepted standard. This is the public sustainability report of DIT Majestic Beach Resort and covers 2022 season (reporting periods are from opening to the closing day). The report outlines our management practices, as well as our company targets and achievements.



About The Sustainability Report

ENVIROMENTAL

SOCIAL

ECONOMIC

<ul style="list-style-type: none"> - Continuous improvement in our Corporate and Social Responsibility (CSR) Strategy - Encourage our business partners to follow Majestic Policies and quality Standards - Meet all relevant legislation 	<p>Our impact to the local community is understood and nurtured</p> <ul style="list-style-type: none"> - Discuss with the local community for mutual benefits - Effectively support the needs of the local community - Respect and protect the internationally proclaimed human rights - Transparency for our business policies and practices 	<p>Economic Sustainability focuses on the following major areas:</p> <ul style="list-style-type: none"> - Maximize profit - Deliver quality products and services - Implement economy of scale - Enhance work efficiency - Engage local partners - Equal employment opportunity
<ul style="list-style-type: none"> - Keep updated policies and procedures - Ensure that the Green Team has all the required Resources - establish realistic Green goals for each department - Follow ISO 14001 Principles - Set targets on Energy and Water Reduction - Check if funding / loans are available for investment in new technology - Encourage staff to put forward their own suggestions for water reduction 	<ul style="list-style-type: none"> - Provide information through websites and reports - Communicate constantly with the local authorities - Make donations to local and international causes and projects - Encourage Guests and Team Members to donate - Terminate partnerships where human rights violations or child labor is discovered - Hire people regardless any personal characteristics - Training programs for team members 	<ul style="list-style-type: none"> - Achieve Economic Sustainability by continual enhancements of efficiency and quality of work, as well as maximizing benefits for our stakeholders - Seek Constantly boosting competitiveness and demonstrating the key role of tourism in the Bulgarian economy.
<ul style="list-style-type: none"> - Implement a Waste management Framework - Annual sustainability report - Compare total and departmental consumption figures with hotel industry benchmarks - Train staff to make prudent use of environmental indicators and how to maintain equipment for optimum energy-efficiency 	<ul style="list-style-type: none"> - Guest Satisfaction Surveys - Continue the partnership with the Children's Smile - Encourage more internal promotions - Update and enrich the already existing handbooks (Pre-Arrival, Initial Training and Care) 	<ul style="list-style-type: none"> - Prolong opening season - New Market opportunities - Use Satisfaction Questionnaires and Surveys to improve services and be competitive to the market - improve performance and increase the number of arrivals and overnight stays, while improving the distribution of demand over

Many of the case studies, highlights and targets are coming from the central offices of the group. Nevertheless DIT Majestic Beach Resort is a special product, it is a place that works out through wonderful people dedicated to their vision about the environment, the local community, the people who worked with and the guests. Our sustainability team, working with experts, identified the topics covered and the performance indicators collected are in line with industry standards and recognized reporting benchmark. We believe this report provides a fair and accurate representation of our sustainability performance. The report is based on the three most important modules: clients, employees, results. Combining these three elements guarantees coherent actions and ensures pro-effective organizational culture.

In the first module, concerning clients', attention is focused on hospitality, exceeding mediocrity and empathy. An important element is innovation which is supposed to form the basis for the Hotel's competitive advantage. In the second module the central figure is an employee. Therefore the stress is on the environment favouring development of employees' competences. The key words are here: trust and mutual respect. Openness and transparency are to be achieved through training and peer care. The last module points to efficiency, innovations and selling techniques.

04. ENVIRONMENTAL DIMENSION

By developing Environmental Management Procedures, the hotel defines all the environmental aspects of its operations and has established policies that aim to reduce, minimize and manage its environmental impact, continuously improve its environmental performance and results. Majestic Environmental Policy covers all aspects of our operation that could cause, or contribute to, a potential impact on the local environment.

The Management is committed to:

- comply with the law, rules and regulations related to the hotel activities and have an impact on the environment.
- evaluate the environmental implications of the hotel activities with the goal to minimize or eliminate any harmful effects.
- take any action needed in order to prevent any form of pollution that will affect the local natural residential environment and the quality of tourism services provided.
- aim for continuous improvement through setting new goals and continual research for improved environmental practices.
- To work closely with local government, authorities and local community in order to integrate local perspectives into environmental protection decision making.

Applications inside the hotels

Majestic performs eco-auditing in its hotel. On the basis of its findings, improvements have been made in the following fields.

- Waste management (liquid & solid)
- Water & energy saving
- Pollution control
- Composting
- Sustainable coastal management
- Environmental friendly purchasing policy
- Public awareness & communication (staff, guests, associates,)

Applications outside the hotels

Protecting and highlighting natural, historical and cultural locations or monuments.

Natural Environment

- Blue Flags on the beaches of Majestic hotel
- Sand Dunes as protected by the law
- Support environmental programs which protect wild life & natural reserves

Historical & Cultural Heritage

- Nessebar
- Kableshkovo
- Pomorie

Agriculture Sector

- Promotion of local, organic, traditional products in the hotel restaurants and mini markets
- Technical assistance to local producers

Environmental awareness & training

Environmental awareness is succeeded through:

- Booklets, Information Leaflets, Seminars, Slide Shows, Hotel Brochures,
- Workshops, Conference, Publications, Case Studies and Lectures in Tourism Schools, Press Conference, Support of NGO's Training Programs for Local Communities, Institutions, Universities, Suppliers, NGO's, members of tourism sector.

At DIT Majestic Beach Resort we offer excursions where a guest can experience the unique and special program **“Be a Farmer for a day”** and the **“Young Farmers”** for the little ones with seasonal activities such as:

- Learn to cook and prepare stuffed vegetables (tomatoes, peppers, zucchini)
- Make farmhouse bread and bake it in the wood-burning oven. Try it fresh from the oven, dipped in virgin olive oil.
- Make the famous Bulgarian dish Liutenitza from tomatoes.
- Pick fresh vegetables from the organic gardens to enjoy later.
- Collect hen eggs to make village-style scrambled eggs.
- Milk the goats.
- Help shearing the sheep.
- Taste the fresh milk and see how local cheese is made.
- Make Bulgarian cheese pies and the famous Bulgarian yoghurt.

... and at the end of the day when guests brief farming career comes to an end, guests can sit back at the farm's Tavern with dramatic views over vineyards, vegetable gardens and the sparkling Black sea and enjoy a healthy and nutritious traditional Bulgarian menu. Only fresh, organic farm production is used in the menu and the preparation is done entirely in the farm kitchens.

Majestic forms a successful sustainability case on its own:

- successfully interconnects primary sector with tourism
- continues Bulgarian tradition
- is a unique example of Bulgarian hospitality
- connects with participation and disseminates at local events, school visits, media visits, conferences, events etc.
- supports small local producers
- supports local community by being a significant employer
- represents at its best and develops Bulgaria's unique culture, history

- shows the local cuisine and strengthens the Bulgarian gastronomic identity

All these activities happen in a small village a few kilometers from the hotel grounds.

ENVIRONMENTAL PROGRAM

Majestic Environmental Program was used as an example in the publication Agenda 21 for the Global Travel & Tourism Industry. It includes activities inside and outside the hotels and it focuses in **4 Key Performance Indicators (KPI)**

- Energy
- Water
- Waste and Recycling
- Chemicals

ENERGY

Energy consumption is the main contributor to direct and indirect GHG emissions which affect the climate change. By creating the necessary infrastructure and using the latest available technology in energy management, we endeavor to reduce our energy consumption and maximize the use of renewable energy. Advanced materials and systems are installed in the buildings of o to reduce energy consumption. These include:

- Energy-efficient window panes
- A high-quality, external wall insulation system that significantly reduces energy losses by wrapping the building in a thermally resistant envelope
- Low energy technology lighting
- Electronic lighting ballasts
- Central lighting control systems

Energy Saving measures

Energy Savings from cooling

- Reduce external loads from incident solar radiation by providing proper shading of the building
- Replace window frames that form a cold bridge, and/or install double glazed windows to reduce cold transfer coefficient
- Obtain increased efficiency through proper maintenance of the Cooling system
- Use natural cooling techniques
- Use Night ventilation techniques, ceiling fans

Energy Savings from lighting

- Use improved fluorescent lamps
- Use super metal halide fluorescent lamps

- Use electronic fluorescent ballasts
- Use improved luminaries
- Motion sensors, timing devices
- Provide information and warning labels for guests and staff
- Use daylight effectively within the building
- Public awareness and communication

Energy Savings from equipment

- Use high efficiency equipment when replacing old equipment throughout the hotel (including in kitchens, offices, laundries, etc.)
- Electric magnetic keycards for the automatic interruption of lighting and electrical appliances (except refrigerator)

Training - Awareness

- Training our staff for the best working practices in how to save energy
- Housekeeping Training. We train housekeepers in how to reduce both water, and energy consumption.

By entering guest bedrooms among other things, housekeepers should:

- 1| Turn off all appliances such as TVs
- 2| Allow natural sunlight in
- 3| Turn off the air conditioning, or adjust to a reasonable temperature.

Promote Customers Participation

Customer contribution to reducing Energy consumption and succeed the Energy goals.

Customers are informed about Hotels' actions and they are welcome to participate. Notices with ways to help the Hotel succeed its energy goals are left inside the rooms.

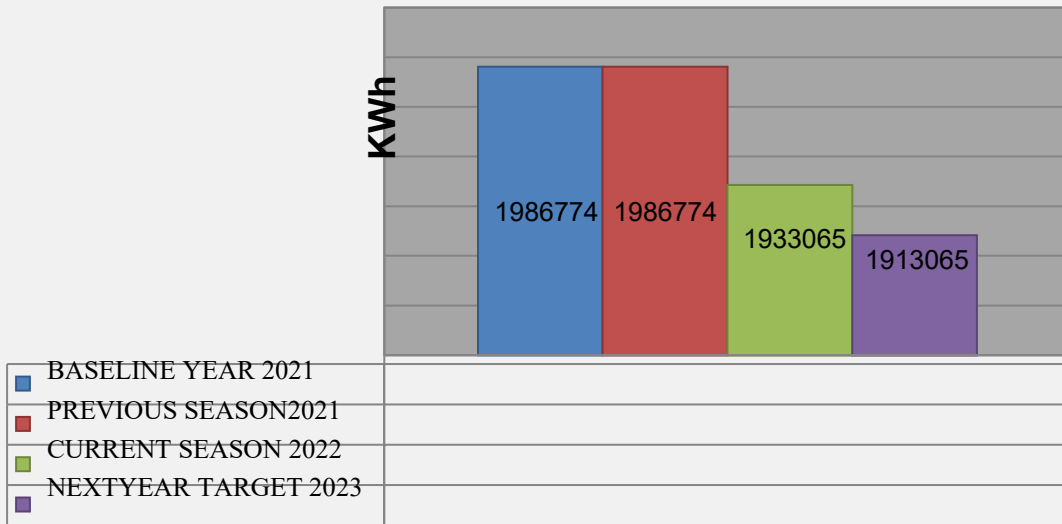
- Please turn the lights off when not in use
- Please remember to close all windows and doors when heating or air-conditioning is on
- It is our policy to change linen every 3 days. Should you wish for your linen to be changed more frequently, please let us know by placing this card on the pillow in the morning.

Promote Employees Participation

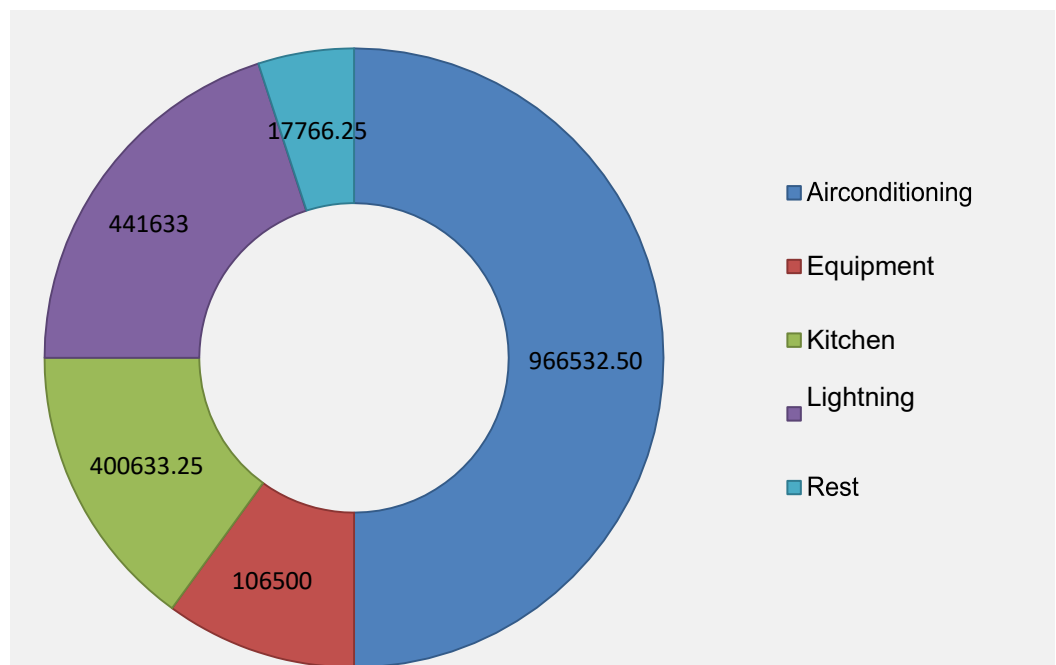
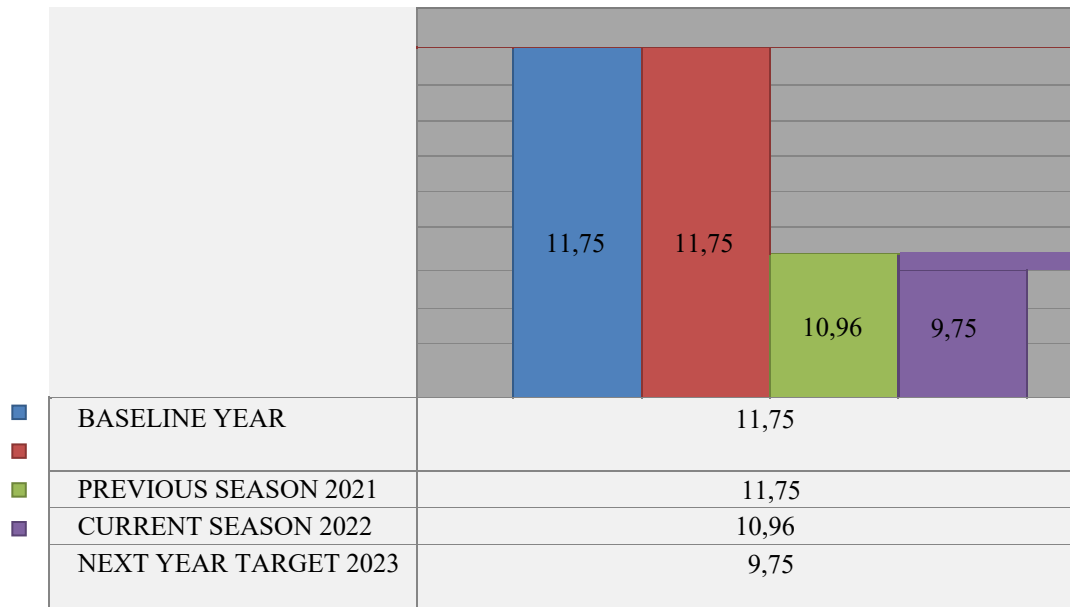
All the employees are trained in how to reduce both water and energy consumption in their working area.

ENERGY INDICATOR

Total Annual Energy Consumption



Annual Energy consumption per Guest Day



Energy Indicator:

The main energy consuming sources in the hotel are:

- cooling rooms
- lighting
- hot water use and other energy consuming activities by guests
- preparing meals
- swimming pools
- others

The relative importance of the different energy end-uses is described as follows: Air conditioning (heating/cooling, ventilation) is the largest single end-user of energy in hotels, accounting for approximately **50%** of the total consumption. Lighting is the second largest user accounting for up to 20% of the total energy demand such as kitchen also account for a considerable share of energy consumption (15%), 10% per cent is used for other equipment and 5% -rest.

Water

Water shortage is recognized as a global problem with demand for water projected to exceed supply by 40% by 2030. The implementation of a sustainable tourism development is directly linked with the availability of water resources in the local area and their management. Water quality and availability are considered to be a major sustainability risk that is being addressed through the implementation of appropriate short and long-term policies. The quality of water is monitored in cooperation with accredited laboratories. At the same time continuous efforts are made to reduce water needs. Majestic Hotel is following all the national and international legislation to ensure that the source of the water does not affect the local supply or local environment in any way. All wasted water, including rain water is disposed in a controlled way in order to protect areas lying outside the boundaries of a property from becoming contaminated by water, chemicals, pollutants, effluent and other materials.

Measure Water Use

The first step was to start measuring water consumption and set some tangible targets. It's vital to know our start point (baseline year) and find out how much water is consumed and how it is divided among the various uses such as in the guest rooms and common areas.

Identify, Evaluate, and Select Efficiency Measures

Precise and extensive measurements reveal opportunities for reducing water use and provide the foundation for developing a strategy. It is important to evaluate and rank the various options in terms of cost-effectiveness and qualitative factors such as the impact on the guest experience. Ideally, the selected measures will have a good return on investment and have a neutral or positive impact on the guest experience.

Plan, Implement, and Monitor

Creating a plan that details the hotel water use profile and identifies the targeted areas for efficiency improvements in those uses along with expected costs and benefits will help guide implementation. After the selected efficiency measures are put into action, it is important to monitor changes in water use.

WATER SAVING MEASURES

A series of water-saving measures have being applied, based on best available practices that focus on consumption monitoring (e.g. leak control, improved efficiency), including educational programs for visitors. Below you can see the most important actions taken in order to reduce the Water consumption per area

Bathrooms

- Flow restrictors to showers, taps and flushes
- Maintenance

Laundry

- Run the washing machine only with a full load.
- Check regularly for leaking dump valves, ensure that all water inlet valves are closing properly and check that level controls on water reuse tanks are working properly
- Use the correct amount of soap to load size so extra rinsing is not required.
- Ensure that the water flow rates are adjusted to the manufacturer's recommended setting
- When buying washing machines, look out for a good water consumption rating where outsourced, ask your supplier what procedures they have in place to reduce water and energy use

Swimming pools

Swimming pool can increase fresh water consumption up to 10%. These steps will help ensure no water is wasted.

- Conduct regular maintenance to prevent leaks. Checking for leaks is best done by reading water meters last thing at night and first thing in the morning
- Backwash the swimming pools every two to three days.
- Push button showers by the pool to reduce water use.

Watering

DIT Majestic Beach Resort has the largest garden in Sunny Beach – the vast green areas stretch on over 35 000 m². The hotel is divided into 5 zones and each one is controlled by its own program. Start times are different, with the first starting at 21:15 and last stopping at 6:30 at dawn. Starting time varies regularly depending on differences in external conditions (temperature, air and sunshine). For gardening purposes Irrigation water is used.

Kitchens

- Taps in kitchens should have a maximum flow of 10 liters per minute

Housekeeping

- Procedures in place and training to inform housekeeping on how they can reduce water use.
 - Adhere to hotel reuse linen/towel program to reduce laundry.
- Make sure linen/towel changing cards and other water conservation cards are in place for guests to find and easily read.
- Minimize water use during the room cleaning wherever possible.
- Turn off the tap during cleaning if not being used for cleaning purposes.
- Flush the toilet only when necessary during cleaning.
- Reporting leaking faucets and shower heads to maintenance team immediately.
- Report running toilets and toilets that flush poorly or have other issues

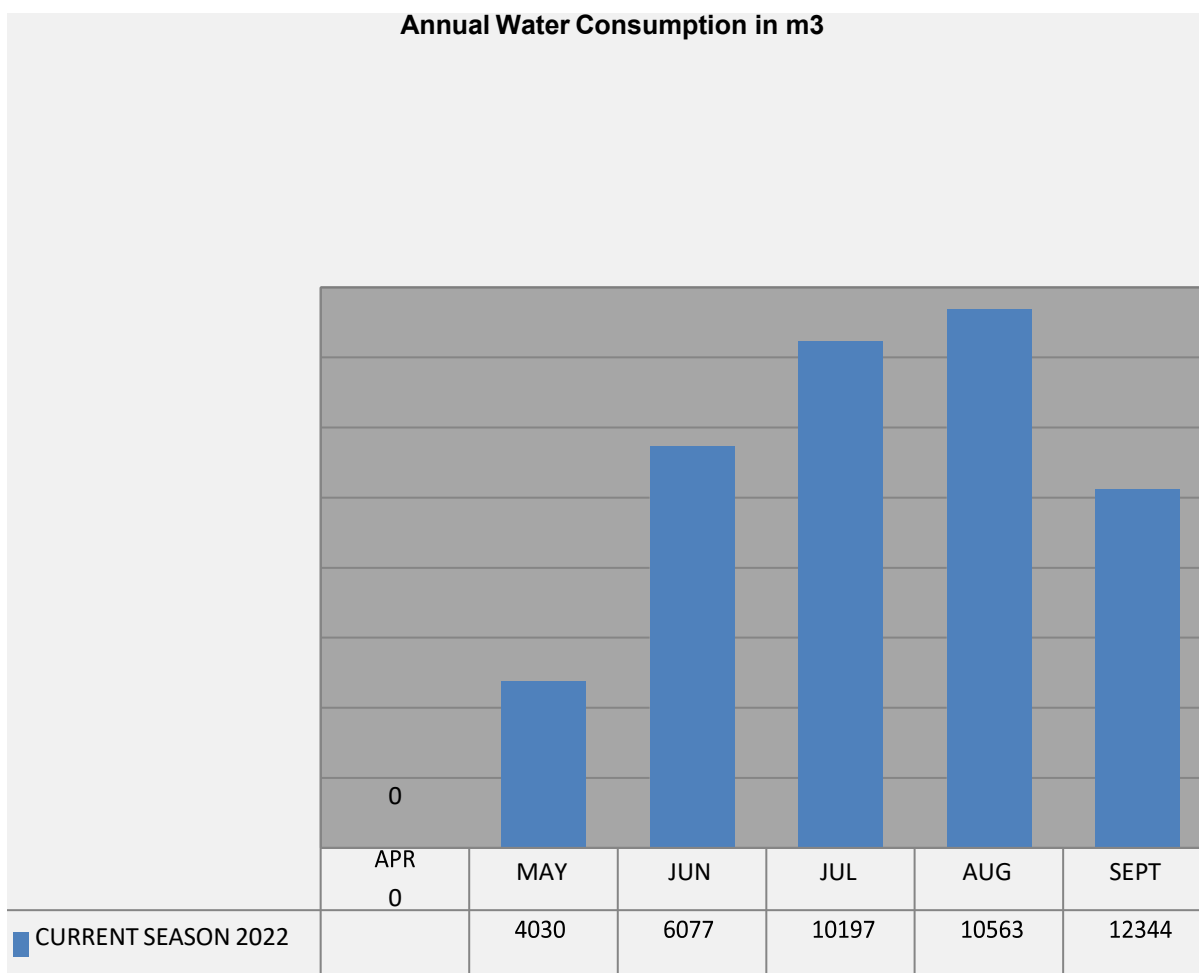
Promote Customers Participation / Awareness

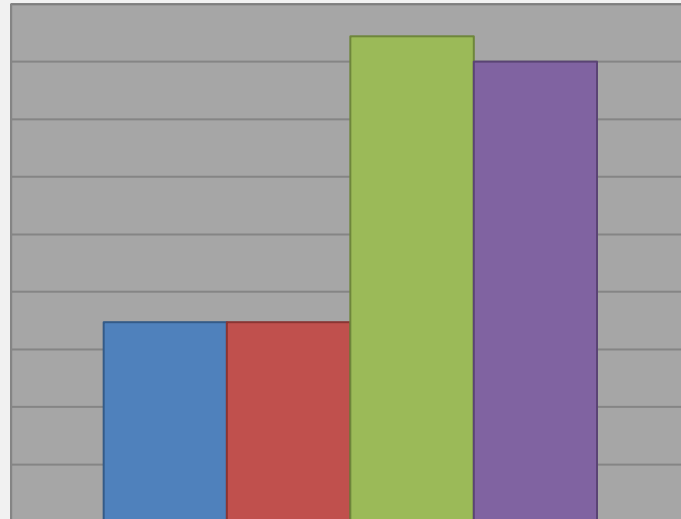
We give the opportunity to our guests to reduce the water consumption

- Turn off the tap when you brush your teeth – this can save 6 liters of water per minute.
- We have place a system displacement device in your toilet cistern to reduce the volume of water used in each flush. Take a shorter shower. Shower can use anything between 6 and 45 liters per minute
- Follow our washing towels policy. It is our policy to change linen every 3 days. Should you wish for your linen to be changed more frequently, please let us know by placing the blue card on the pillow in the morning

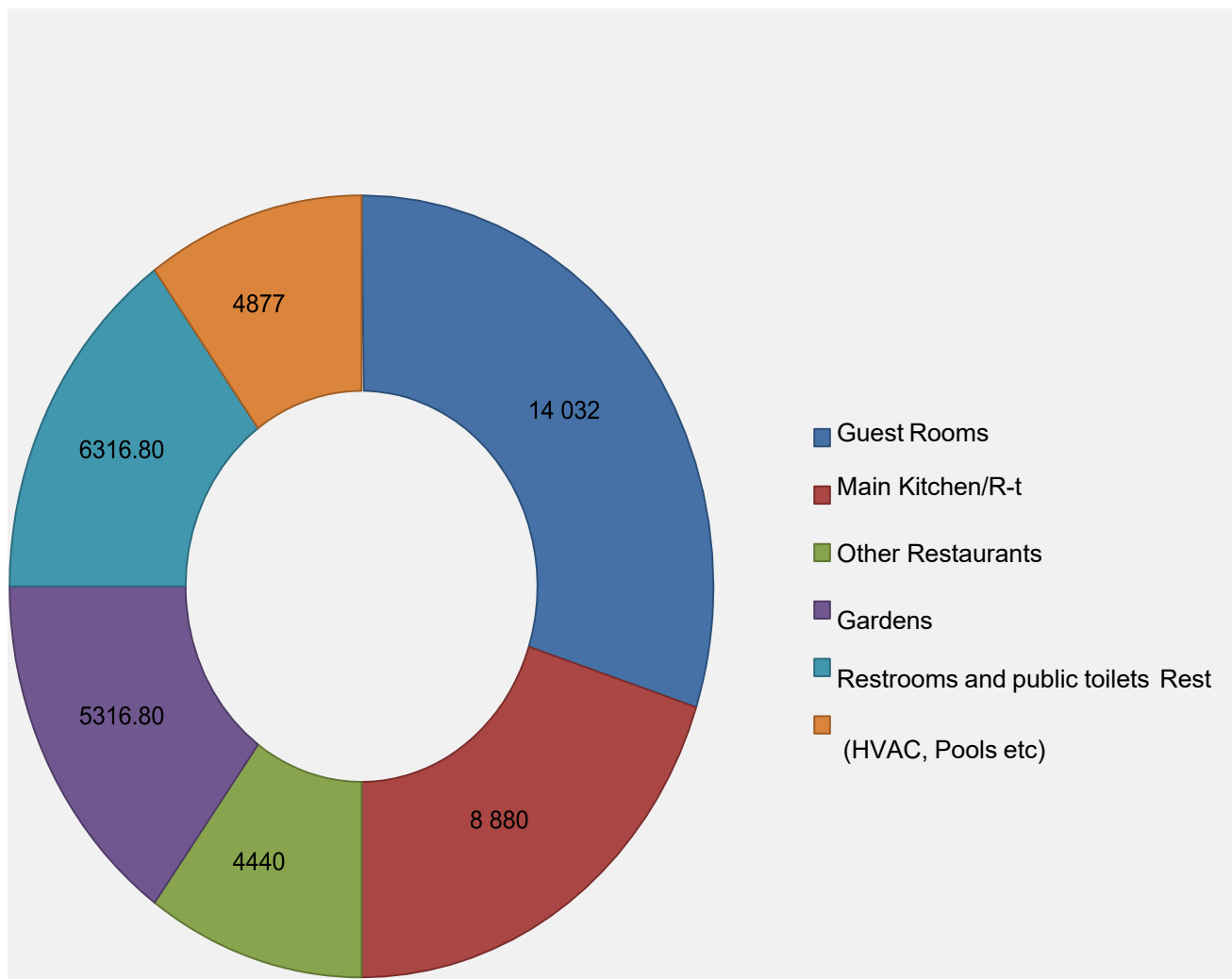
- Give for washing only the really necessary clothes
- Avoid filling the bathtub with water whenever you want to take a bath. It's preferable to take a shower and install water saving shower heads.
- Check faucets and pipes for leaks regularly. A small drip from a worn faucet washer can waste many Litters of water daily
- Check the water flow in every tap. Make sure it's not too high. If you install flow restrictors, can save approximately half of the water you use. Promoting Employees Participation / Awareness Strategies to improve water savings will require staff participation to be successful. We have discussed the management's commitment to water reduction and the subsequent objectives and goals to all employees. We keep staff informed of water savings efforts, asking them to share ideas and take leadership, and ensuring staff feel invested in and responsible for reaching efficiency goals help maximize the impact of efforts.

Annual Water Consumption in m3



Annual Water Consumption in m3

■ BASELINE YEAR	26283
■ PREVIOUS SEASON 2021	26283
■ CURRENT SEASON 2022	43211
■ NEXT YEAR TARGET 2023	40000

WATER ASSESMENT in m3

The main water consuming activities in a hotel are:

- Guest Rooms (40%)
- Kitchen (30%)
- Gardens (20%)
- Restroom and toilets (10%)

WASTE – RECYCLING

In DIT Majestic Beach Resort we understand the importance of waste management and its effect on the environment. We are committed to minimizing waste production by employing Reduction, training, and Recycling techniques at every stage of our operation. We are committed to ensuring that all operations and activities are fully compliant with all current waste management policy. We aim to reduce the amount of waste we create to as little as possible. Some waste is unavoidable but we can still make a positive difference to the environment. The integrated waste management system has been designed on the principles of waste reduction, reuse and recycling. Waste is separated into the following types: paper, plastic, glass, used oil, batteries, cartridges

WASTE MANAGEMENT MEASURES

- Recycle glass, plastic, papers, lamps, electrical devices
- In Majestic we separate waste according to local authority guidance. Separate Bins: In order to recycle aluminum cans, glass bottles, separate bins could be made available in the kitchen and bar so that these items can be easily recycled.
 - Soap Dispensers: Refillable liquid soap dispensers are used in the public toilettes and in the kitchens instead of soap bars. This minimizes waste by not needing to throw away used soap bars
 - We return: glass bottles for water, beer, soft drinks, wine, plastic water bottles, pallets, beer barrels etc.
 - All quantities are reported annually

Control of pollution of natural resources

- The hotel's liquid waste is treated in the local wastewater treatment plant of the Municipality
- Regular chemical and microbiological analyses of water (drinking water, sea & pool water) are conducted by a certified laboratory.
- All cleaning agents and detergents are selected according to environmentally friendly standards regarding their composition, packaging and usage
 - All the refrigerant substances used in the hotel are ozone friendly (compliant with the international legislation)
 - We implement the HACCP and the ISO 9001:2015 and ISO 14001 food and hygiene safety management system. Majestic is committed to the sustainable management of our operations in a way that reverses land degradation while protecting and preserving the ecologically important habitats surrounding the existing and future sites.

The sea, apart from a significant tourism asset, particularly important for Bulgaria, is a key natural resources provider and a major carbon sink contributing to the mitigation of climate change. The coastal areas support numerous human activities vital for the development and the coherence of human societies.

Promote Customers Participation

Customers can help the Waste management plan by: keep saving our environment by always using the recycle bins

Promote Employees Participation:

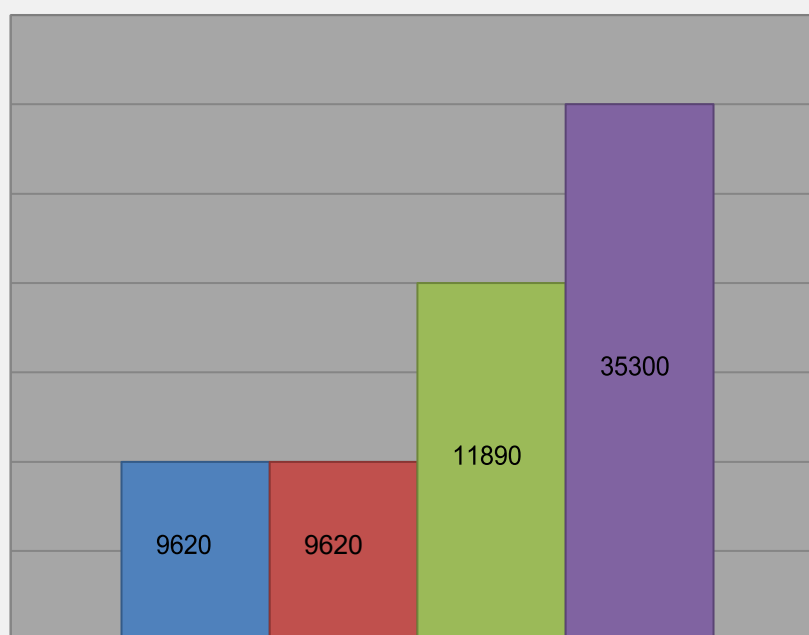
Employees are required to become familiar with the type of waste and their appropriate handling and disposal methods, and adopt the procedures for waste separation using the correct color coded bags and bins.

Objectives

- Categorization of the different types of waste
- Identify areas of waste production throughout the hotels.
- Employ effective waste management practices to identify the most efficient methods to reduce the production of waste.
- Manage the process to ensure compliance with best practice.
- Through training and support, ensure that all staff are aware of their responsibilities under Majestic environmental policy and how compliance can be achieved and maintained.

WASTE AND RECYCLING INDICATOR

Annual Recycling Records in Kg



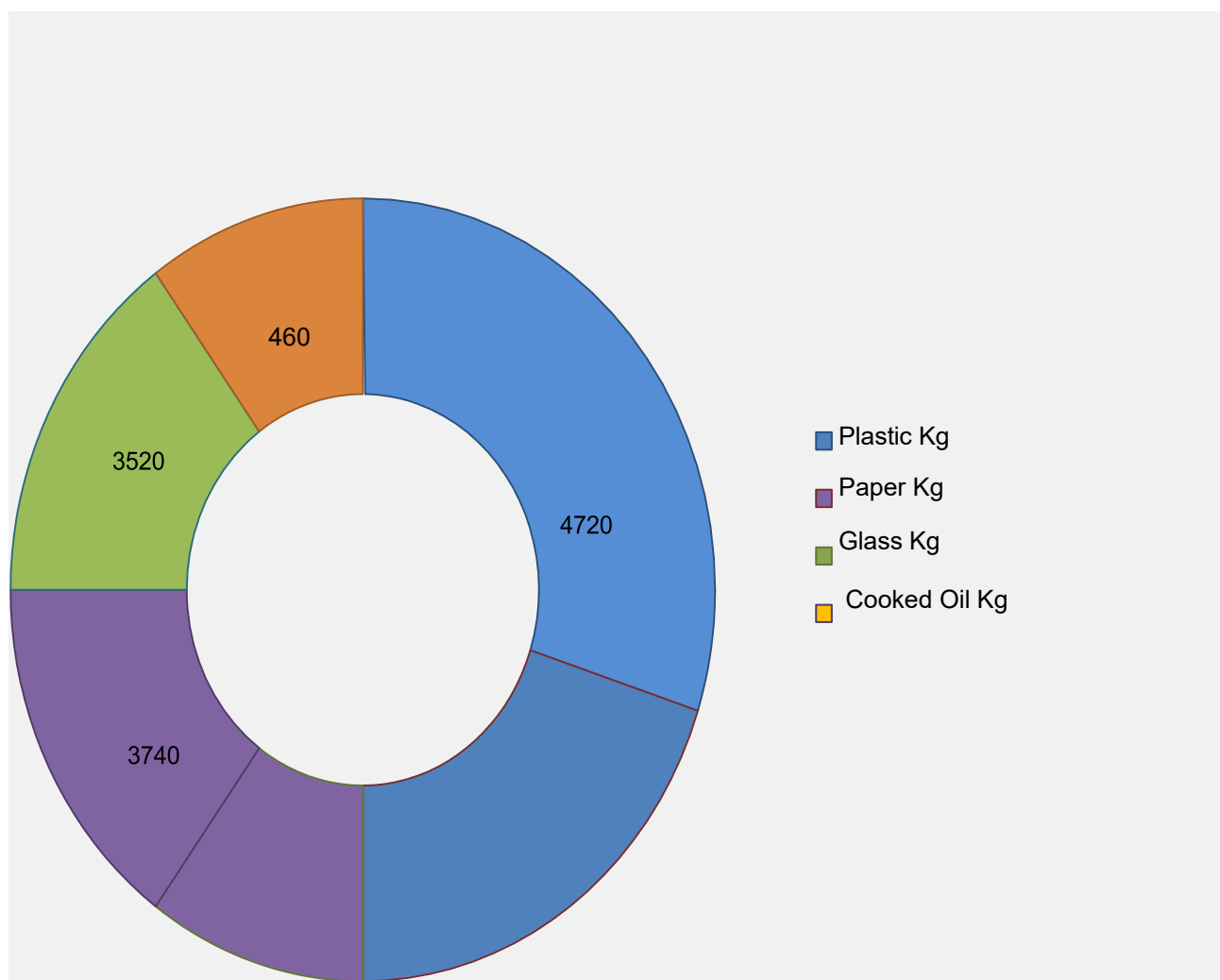
■ BASELINE YEAR	9620
■ PREVIOUS SEASON 2021	9620
■ CURRENT SEASON 2022	11890
■ NEXT YEAR TARGET 2023	13300

HAZARDOUS SUBSTANCES USAGE

The environment is totally affected by the hazardous substances. Majestic Beach Resort keeps a list of all hazardous substances used (e.g. chemicals, hazardous materials, light bulbs, batteries, ink/toner cartridges etc.) All hazardous substances are used safely according to the manufacturer instructions and are stored safely, in line with national and international standards. Chemicals are disposed safely in line with national and international standards and collected by a fully licensed contractor. The usage of chemicals is limited and only done by special trained staff members. All the employees who handle any chemical products and substances receive annual training regarding the correct use of the chemicals (quantity, personal protective equipment is required) and the possible harmful effects.

ENVIROMENTAL DIMENSION

RECYCLING PER MATERIAL 2023



We recycle: paper, plastic, glass, batteries, electronic equipment, used cooking oil, ink cartridges

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ENERGY	WATER	WASTE – RECYCLING	CHEMICALS
Environmental Programs and Goals			
TOTAL ENERGY CONSUMPTION (ELECTRIC, GAS) Reduction in consumption by 2%	TOTAL WATER CONSUMPTION (IRRIGATION AND MUNICIPAL) Reduction in consumption by 2%	Warehouse for storage of hazardous solid waste and training of personnel.	CLEANING CHEMICALS Stabilization of consumption
Overview of energy saving methods	Overview of energy saving methods	Start recycling used soap.	SWIMMING POOL CHEMICAL
Cleaning of lamps and fixtures	Gradual replacement of old taps / showers in rooms and communal toilets with new ones (flow reduction)	Encourage customer and - staff to use environmental friendly transportation such as & bicycle walking to nearby village and surrounding areas	Research on alternative, more environmental friendly Chemicals
Training to all employees regarding energy efficient actions in their departments	Gradual replacement of old washing Machines with more efficient new models	Research on the use of recycled paper or other environmental friendly, chlorine-free and eco-labeled material on stationery products	Send Environmental Questionnaire to all suppliers.
Annual measurement of gas and boiler efficiency	Send Environmental Questionnaire to all suppliers.	Research on reuse of packaging parts such as bottle caps / soap dispensers	
Gradually increase the use of energy-saving lamps in common areas (indoor public areas, lobby, restaurants, outdoor public spaces).	Training to all employees	Re-check the ability to create compost from organic kitchen, garden, beach.	

Send Environmental Questionnaire to all suppliers.		Send Environmental Questionnaire to all suppliers.	
		Training to all employees	

05. SOCIAL DIMENSION

In DIT Majestic Beach Hotel we recognize Corporate Social Responsibility, significant importance within the industry, as well as in the media and among consumers. We regard direct or indirect discrimination; victimization and harassment as serious matters. Employees who fail to comply with this policy will be subject to the Company's disciplinary procedure. All breaches of this policy will be regarded as serious disciplinary matters and will, if there has been victimization, intentional discrimination or deliberate harassment be regarded as potential gross misconduct leading to summary dismissal. DIT Majestic Beach Resort recognizes that misunderstandings can arise where people of a different sex, interests and cultures work together. An employee who believes that he or she is being treated in a way that is contrary to this policy should raise the issue with their Department Manager. If an employee feels that it is inappropriate to approach their Department Manager he or she may contact the Human Resources Department. The Human Resources Department carries out a periodic review of Majestic equal opportunity policy and monitors the effects and the application of this policy across the company.

EMPLOYEES

The main concern of Majestic all these decades is the uninterrupted support of the Company for the professional and personal development of all employees, but also to make them contributors to the overall vision of Majestic. Indicative benefits of Majestic for its staff are the blood bank, continuous performance management through training and development programs, trips abroad, residence for staff, bonus program, special rates when staying in company's hotels and providing loans. All our employees receive extensive training in order to develop their skills and take an active role in promoting a culture of contribution to sustainable development. Our employment policies promote an inspiring, safe and secure working environment for all, safeguarding equality and eliminating discrimination based on gender, religion, nationality or sexual orientation.

- A mentor is taking care for every new member
- We provide them with three different handbooks which explain in details all the aspects of their profession.
- Weekly food Program, Breakfast, Lunch, Dinner
- Separate closets and staff toilets
- We provide opportunities to develop new skills, e.g. languages courses
- Involve staff in hotel operations and invite their comments regarding improvements.
- Encourage seasonal staff to return next year.
- Untypical benefits such as flexible hours, job sharing, pensions, transfer by hotels bus, blood donation, medical insurance.
- Increase the feeling that they belong to one of the best hotels in Europe and this is a huge plus in their CV.

Health and Safety

Majestic Beach Resort puts the same emphasis on guest safety as it does on its team members. We undertake comprehensive risk assessments – following the national and international standards – our purpose is to identify the likelihood and the severity of all risks in any place in the hotel – and then we put out risk reduction plan. We are always try to be equipped with all necessary safety tools and signage, we carry out frequent quality checks from internal and external cooperators such TUI Safety control, SGS, Travel life, Majestic safety team. During 2022, there were 2 cases of guest injuries and three cases of illness. Our main goal for 2023 is to minimize to zero all these incidents. We also complete the construction of our health and safety handbook that became a general prototype in Majestic hotels and resort.

Human Rights

We support and respect the protection of internationally proclaimed human rights; All employees are responsible for complying with social policy and for ensuring that the standards of behavior required by the company are observed by:

- Treating others on their merits and disassociating themselves from any form of direct or indirect discrimination, victimization or harassment. • Bringing to the attention of their Department Manager any suspected working practice in breach of this policy.
- Working together to promote a harmonious working environment free from discrimination, harassment and bullying. • Any employee who violates any of the company's rules or fails to perform to the satisfaction of this Hotel will be subject to discipline. Majestic always tries to provide the same opportunities to each human and stands on that by all means.

Creating new job opportunities

The implementation of a sustainable tourism business model creates new jobs and business opportunities due to its direct links with most of the sectors of the local economy.

Equal opportunities In Majestic Beach Resort everyone is equal. Any illegal discrimination based on factors such as race, color, creed, national origin, gender, age, disability or handicap, including illegal harassment, is strictly prohibited.

Majestic employed 449 employees in 2022. This number is divided almost equally to male (219) and female (230). The majority of employees are from Bulgaria (249) the rest 200 people are from foreign countries.

- We invest in youth! 137 colleagues 18-29 years old
- We trust the middle age! 218 colleagues 30-39 years old
- We learn from the experienced ones! 73 colleagues 40-49 years old
- We respect the older! 21 colleagues 50- 64 years old
- We give chance for work to disabled people - 21 colleagues are deaf. The management team consists from 27 people which 15 of them are women

Training development and principles

All our employees receive training to familiarize them with the company's core values and code of conduct and attend thorough training programs in order to develop their skills and enhance their career opportunities. All our associates receive our policies and they are asked to follow the same principles

Accomplishments youth careers Majestic Beach always protects and invest in young people from local tourism schools, We are recognized for our exemplary practices in corporate school practice and responsibility. Every year we give the opportunity to the best students to succeed as professionals in other DIT hotels.

LOCAL COMMUNITY

Majestic Beach Resort growth is directly linked to the prosperity of the destination. Contributing significantly to the local economy and supporting regional development is a key priority.

- We effectively support the needs of the local community and implement initiatives accordingly
- Our impact on the local and wider community is understood and nurtured.
- Dialogue with local communities is encouraged for mutual benefit. Sustainable tourism creates the necessary momentum for the continuous, inclusive and sustainable economic development of Crete. It creates links with agriculture and service providing sectors and stimulates the development of key infrastructure (road construction, upgrade of airport facilities) and the provision of financial services from which the local economy as a whole can benefit. The revenue generated by the increase in tourist arrivals in the region has a positive direct impact on a wide range of economic sectors incorporated in the tourism value chain. The positive impact from tourism growth on income and employment in the local community is multiplied, creating a vibrant local economy. The company applies a policy of preference for hiring locally in 2016, approximately 35% of our associates at managerial level, including junior & middle management, were hired from the region of Bourgas. The local people can use the facilities of the promises with specific cost / charge provided the availability of the resources.

Promote and Participate in local activities. Source Locally

“Buy locally is crucial, enabling local communities to benefit from tourism” We strongly believe that every purchase must cover a real need of the hotel We mentor our local suppliers so they quickly become part of our regular supply chain and our philosophy, In any negotiation with the supplying company, we inform them about our environmental policy and we ask them to inform us about the various environmental-friendly products on offer. We give priority to products from the local markets, provided that they meet the requirements and basic needs of the company. As far as the final decision on any purchase is concerned, the important factor of product transportation should always be considered, from the point of view of both air pollution and fuel consumption (non-renewable sources of energy) during transportation Priority should be given to recyclable and returnable products as well as those from recycled materials (mostly paper, aluminum, glass, plastic) without excessive multiple.

Purchase Policy

In general, preference is given, wherever possible, to the purchase of products in bulk and re-useable or returnable packages. This practice reduces both the cost and the useless packaging that ends up as waste. The purchase of items such as disposable cocktail decorations, breakfast portions, glasses, etc. is to be avoided and, wherever their use is necessary, biodegradable products are preferred. Among the artificial and chemical products of everyday use, preference is given to those with the least damaging effects on the environment and human health. The use of materials containing substances dangerous to public health and the environment (such as organic solvents, asbestos, lead, polyurethane, etc.) should be avoided in the construction of buildings, manufacturing of furniture, insulation & decoration during renovations.

CLIENTS

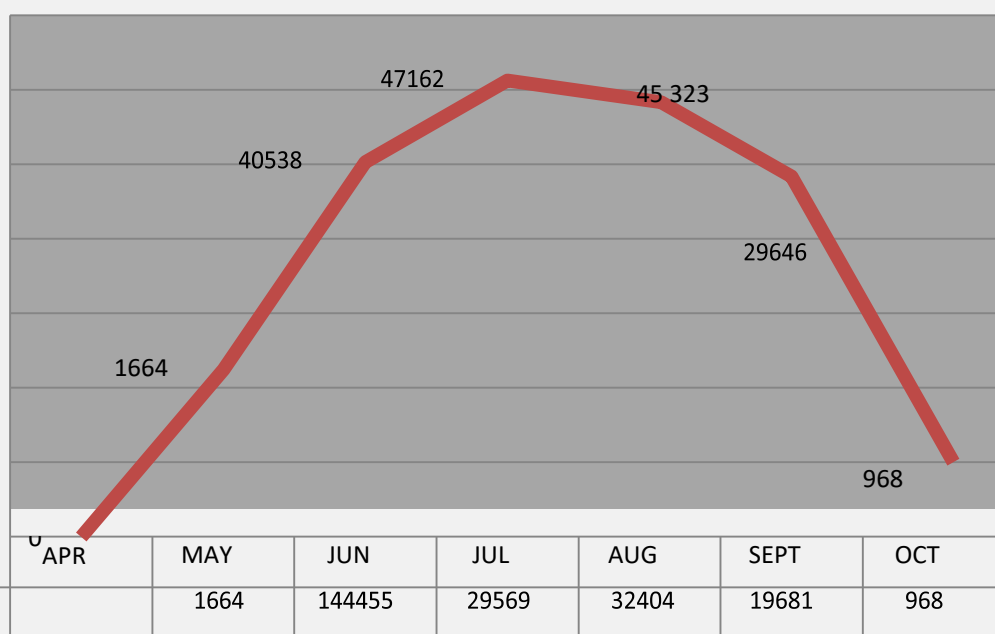
Guest satisfaction

We believe that the satisfaction, security, safety and open dialogue with our clients is absolutely necessary and desirable Client Satisfaction.

06. ECONOMIC DIMENSION

Economic dimension refers to the way in which the company organizes its position in the marketplace to actively develop its sustainable profile by using its economic stability and profitability for continuous improvement. Our long-standing commitment to responsible business helps to create opportunities for all the interested parties, including our associates, guests, hotel owners and local communities. We continue to drive meaningful results benefitting youth, global diversity and inclusion, health and wellness, responsible sourcing and support for human rights.

2017 Guest Days per month



CURRENT SEASON 2022

Environmental Policy Statement

In DIT Majestic Beach Resort we recognize the impact of our business on the environment and we are committed to ensure environmental sustainability. We comply with all applicable environmental regulations and use environmentally – friendly business practices. Majestic is committed to:

- operate in compliance with all relevant environmental legislation
- formulate and implement an Environmental Program to improve the environment for both local people and seasonal visitors, across to the spectrum of our activities
- continually improve over time by striving to measure our environmental impacts and by setting goals to reduce these impacts each year
- make frequent Environmental measurements (noise, energy and water consumption) and undertake regular environmental audits
- Increase the level of awareness of environmental issues to all the interested parties (customers, staff, suppliers, local community etc.)
- train all of our staff on our Environmental Program and empower them to contribute and participate
- Innovate, concerning resources, reducing emissions and climate protection
- use local, natural, raw materials & recycled products
- support International and National environmental organizations (NGO's)
- Include environmental considerations in new building and renovation plans
- emphasize the conservation and protection of the landscape, wildlife and historical resources near each hotel

Green Team is responsible to ensure the implementation of environmental measurements and initiatives for each hotel. The Environmental Manager is responsible for the proper function of the Environmental Program and to communicate this policy to all staff and customers. The entire staff is responsible to promote, support and implement the Environmental Program through their daily work. The Managing Director is committed to provide all the necessary means for the proper operation and the constant improving of the Environmental Program.

Corporate and Social Responsibility Policy

In Majestic we recognize Corporate Social Responsibility, significant importance within the industry and among consumers. The Policy sets our social priorities and principles. We are committed to:

- Implement in accordance with CSR strategy and Continuous improvement
- Encourage our business partners to reach company's standards;
- comply with all relevant national and international legislation aiming to apply internationally acceptable best practices at every aspect of our operations.

Ethical Business Conduct in order to ensure:

- fair treatment of all employees and clients
- transparency of our business policies and practices
- high standards relating to health and safety in the working environment
- ethical business practices throughout our operations

Human Rights

- Support and respect the protection of internationally proclaimed human rights;
- Vendors are actively encouraged to observe international human rights norms.

Impact on Society

- We effectively support the needs of the local community

- Our impact on the local and wider communities understood and nurtured;
- Dialogue with local communities is encouraged for mutual benefit.
- Respect the local culture, traditions and intellectual property rights.

Equal Opportunities Employer

- Provide equal opportunities to all employees and job applicants.
- No job applicant shall receive less favorable treatment on the grounds of sex, age, marital status, sexual orientation, race, color, religion or belief, nationality, ethnic or national origin.
- No discrimination relating to employees and job applicants with special needs such as disability or part time or fixed term status unless this can be justified.

Child Protection Policy

- promote Human Rights, and in particular children's rights by training staff and providing information to clients;
- reject, eradicate and condemn any form of exploitation of human beings, especially of a sexual nature, particularly when this affects minors.
- the company does not utilize or promote forced or child labor

Majestic Quality Policy

In Majestic we recognize that Quality management system has internal and external benefits. Service quality is understood as a given ability to satisfy its client's expectations to the highest standard. In Majestic we are committed to

- Satisfy the current legal and other requirements
- Identify and understand our customer's expectations, measure customer perceptions, and implement improvements to increase customer satisfaction. The effectiveness of our services and guest satisfaction is monitored through our own guest questionnaires, through our operator's feedback and management/ staff meetings and reviews
- Deliver on-time and on-quality products, systems and services that meet or exceed our customer's expectations.
- To improve motivation of our employees,
- To improve our employees by giving them training regularly on sense of quality, hygiene and food safety,
- Embed social responsibility and company ethics policies in our business practices.
- To assure the quality and safety of our raw materials
- Improve operational performance along the value chain from suppliers to customers
- Continually improve its services in order to attain the maximum quality level required by our guests.
- To make the quality measurable, to determine the objectives in order to ensure continuous improvement.

All senior and other employees have been made aware of our operational objectives targets and practicing standards applicable to this quality policy. All of them have been informed of this quality policy, procedures and instructions defined within. General Manager is responsible for the hotels quality system. Their main duties include: orientation at results and the client, leadership and repeatability of actions oriented at completion of pro-quality ventures, management through processes (with the help of, among others, such tools as: guests' comments, weekly 'walks', health-and-safety-at-work regulations), development.

Purchase Policy

Purchasing decisions can have significant environmental social and economic impacts. Responsible procurement (or sustainable/responsible purchasing) is a process by which environmental, social and ethical considerations are taken into account when making a purchasing decision. Majestic considers the following parameters:

- Whether a purchase is necessary: Every purchase must cover a real need of the hotel whilst taking into account the hotel category.
- What products are made of: Priority should be given to recyclable and returnable products as well as those from recycled materials (mostly paper, aluminum, glass, plastic) without excessive multiple packaging (the more complex a product is, the more materials are used in its production and the more waste is disposed of into the environment).
- Under what conditions they have been made.
- How far they have travelled: important factor of product transportation is always considered, (air pollution and fuel consumption (non-renewable sources of energy)
- Their packaging components; purchase of products in bulk and re-useable or returnable packages. This practice reduces both the cost and the useless packaging that ends up as waste.
- How they will be disposed of. Among the artificial and chemical products of everyday use, preference is given to those with the least damaging effects on the environment and human health.

Priority will be given to products from the local markets (on a regional, area and state level) provided that they meet the requirements and basic needs of the company Regarding the purchase of equipment, priority is given to the products that consume less water, energy and fuel and do not contain CFC's.

The Environmental Friendly specifications are determined by Majestic Environmental Department in cooperation with the Purchasing Department on the basis of specific European Union and international regulations, as well as scientific information on the respective subjects.

Majestic Children Rights Policy

At Majestic, we are aware and responsible for actively safeguarding children from any form of abuse which may include neglect, physical, sexual or emotional abuse, hunger, mistreatment or exploitation in any form. We support and respect the protection of human rights within the company's sphere of influence including standing

against human traffic and the exploitation of children. We publish our Children Rights Policy and provide training on human rights, including the protection of children, for all our hotels' staff. Majestic is committed to:

- Respect and promote children's rights and take necessary measures to protect children against all types of exploitation.
- Adopt preventative measures to stop the preparation or circulation of tourist programs which promote or encourage sexual contact with minors.
- Establish a company ethical policy against the commercial sexual exploitation of minors.
- Report all suspicious circumstances involving children to the local police and child protection agency
 - We provide our staff with training on child protection. All the employees of Majestic are trained to deal with such matters and always consider our actions very seriously in order to ensure that the child's best interest is upheld.
 - We support all kinds of organizations and activities for the protection of children in our environment THE SMILE OF THE CHILD" a Hellenic non-profit voluntary Organization
- Be actively involved in activities to raise public awareness and awareness about the prevention of violence against children. Provide information to customers through informative material and our website.
- Report annually on the implementation of these points.

Persons who insist on incompatibility despite the warning made by the hotel management and who insist on disturbance are removed from the hotel according to the seriousness of the situation with the approval of the General Manager or notified to the judicial institutions. All employees must adopt this policy and promise to give the necessary determination and support for its implementation.